

18 April 2021

### **Statement on Fraudulent Website and Phishing SMS Messages**

Bank of China (Hong Kong) (“BOCHK”) would like to alert its customers and the general public to a fraudulent website and related phishing SMS messages, which purported to be from BOCHK. The fraudulent website address is as follows:

<https://www.itslbochk.com>

In an attempt to mislead customers, the fraudulent website will appear under different domain names or with slight modifications or variations of the official BOCHK website address [www.bochk.com](http://www.bochk.com) by adding a combination of letters, numbers or symbols. The aforesaid fraudulent website and phishing SMS messages intend to steal customers’ data, such as Internet Banking number/username, Internet Banking password and one-time password sent via SMS. BOCHK declares that it has no connection with the aforesaid fraudulent website and phishing SMS messages. Meanwhile, the case has been reported to the Hong Kong Monetary Authority and the Hong Kong Police Force.

When conducting transactions through electronic channels, customers are advised to access their Internet Banking or Mobile Banking accounts by typing the website address of BOCHK ([www.bochk.com](http://www.bochk.com)) directly into the browser address bar, or through the BOCHK Mobile Application downloaded from official App stores or reliable sources. Customers should not access such accounts or provide personal information (including passwords) through hyperlinks, QR codes or attachments embedded in SMS messages, e-mails or on websites. BOCHK will update the fraud alerts on the bank’s website from time to time. For details, please visit [www.bochk.com/en/aboutus/fraudalert.html](http://www.bochk.com/en/aboutus/fraudalert.html). For more security information about BOCHK’s electronic banking services, please visit [www.bochk.com/en/security.html](http://www.bochk.com/en/security.html).

Anyone who has logged into the aforesaid fraudulent website and provided their information should immediately contact BOCHK Customer Service Hotline at (852) 3988 2388 (press 3, # and 2 after language selection).

Below are the screenshots of the fraudulent website (Chinese only):



登入香港網上銀行

已登記 / 辦理網上銀行服務

網上銀行號碼 / 用戶名稱

網上銀行密碼

驗證碼 7865

[更新圖像](#) 

[申請辦法](#)

若閣下忘記網上銀行號碼 / 用戶名稱, 重設網上銀行密碼。

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登入香港網上銀行

已登記 / 辦理網上銀行服務

網上銀行號碼 / 用戶名稱 gagagag

網上銀行密碼 .....

驗證碼 7865

7865

「交易認證啟動碼」將於10分鐘內傳至您的手機!

剩餘584秒

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